Job Satisfaction among LIS Professionals: A Study with Reference to Librarians Working in First Grade Colleges of Bangalore District

Manasa B. R.[1]; Prof. Adithya Kumari H[2]

Research Scholar, Dept. of Library and Information Science, University of Mysore, Mysuru[1];
Professor, Dept. of Library and Information Science, University of Mysore, Mysuru,India[2]

ABSTRACT

This study investigates the level of job satisfaction among library and information science (LIS) professionals employed in government and aided first grade colleges of Bangalore District. A total of 52 librarians participated in the survey, providing insights into their perceptions of salary, promotion, job security, work environment, ICT infrastructure, organizational culture, and personal growth. Data were collected using a structured questionnaire and analyzed with descriptive statistics. The findings indicate that while a majority of the respondents are satisfied with their monetary benefits and job security, concerns remain regarding promotional opportunities, recognition, and ICT facilities. The study suggests the need for strengthening institutional policies that support professional growth, ensure adequate infrastructure, and provide recognition mechanisms for enhancing job satisfaction.
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KEYWORDS: Job Satisfaction, LIS Professionals, Bangalore Colleges, Organizational Culture, ICT Infrastructure**.**

INTRODUCTION

Job satisfaction refers to the extent to which employees feel fulfilled and content with their work environment, responsibilities, and career opportunities. For library professionals, satisfaction plays a critical role in determining service quality, motivation, and long-term commitment to the profession. With libraries increasingly integrating information and communication technologies (ICTs) and catering to diverse user needs, the expectations and challenges faced by librarians have grown considerably.

In Bangalore, home to numerous higher education institutions, librarians in first-grade colleges play a pivotal role in supporting teaching and research activities. Understanding their level of job satisfaction is essential for institutional administrators to frame policies that improve professional efficiency and organizational effectiveness.

LITERATURE REVIEW

Several studies have examined job satisfaction among librarians across different regions. Itsekor and James (2012) highlighted how digital literacy and training opportunities influence motivation among Nigerian academic librarians. Mastel and Innes (2013) emphasised the importance of stress management and mindfulness for improving workplace well-being in library environments. Amune (2013) observed that motivation significantly predicts satisfaction among library staff in Nigerian universities.

In the South Asian context, Khan and Ahmed (2013) reported partial satisfaction with salary and promotions among Pakistani librarians, while Meade (2013) identified stress factors such as funding shortages and staff inadequacies as barriers to satisfaction. Within India, similar studies have shown that salary, promotion policies, and infrastructure directly affect job satisfaction levels among college librarians. This study builds upon these perspectives by focusing on the Bangalore context.

OBJECTIVES OF THE STUDY

- ✓ To measure the level of job satisfaction among LIS professionals working in first-grade colleges of Bangalore.
- ✓ To examine satisfaction related to monetary benefits, promotions, and job security.
- ✓ To evaluate the impact of physical environment and ICT infrastructure on job satisfaction.
- ✓ To assess organisational culture and opportunities for personal growth.
- ✓ To suggest measures for enhancing satisfaction and productivity among LIS professionals.

METHODOLOGY

The study employed a survey method. A structured questionnaire was distributed to LIS professionals working in government and aided first grade colleges in Bangalore District. Out of 60 distributed questionnaires, 52 usable responses were received, yielding a response rate of 86.7%. Data were analysed using simple percentages and presented in tabular form.

Data Analysis and Interpretation

Table 1: Gender-wise Distribution of Respondents (N=52)

| Gender	No. of Respondents	Percentage
Male	33	63.46%
Female	19	36.54%
Total	52	100%

Chart-1: Gender Distribution

Out of 52 respondents, 33 (63.46%) are male. This indicates that the library profession in first grade colleges of Bangalore is still somewhat male-dominated.

A considerable number of respondents, 19 (36.54%), are female. While fewer in number compared to males, this reflects a significant female presence in the profession, suggesting increasing participation of women in academic librarianship.

The gender distribution shows that although men form the majority of library professionals in Bangalore first grade colleges, women also represent a substantial proportion of the workforce. This points toward a trend of greater gender diversity in the profession, which can contribute to more inclusive perspectives and balanced service delivery in academic libraries.

Table 2: Nature of Employment

Employment Type	No. of Respondents	Percentage
Full-time	47	90.38%
Part-time	5	9.62%
Total	52	100%
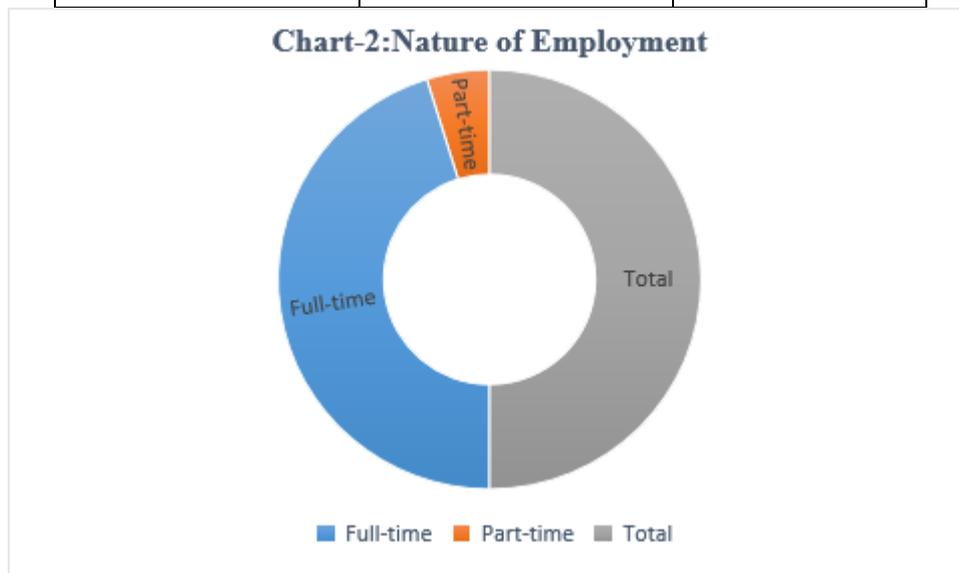
The overwhelming majority of respondents (47 out of 52, or 90.38%) are employed in full-time positions. This indicates that most LIS professionals in first grade colleges of Bangalore enjoy stable and permanent employment.

Only a small fraction (5 respondents, or 9.62%) reported being employed on a part-time basis. This reflects limited reliance on temporary or contractual appointments in these institutions.

The findings show that full-time employment dominates the LIS profession in Bangalore colleges, offering librarians job stability and continuity. The relatively low number of part-time roles suggests that institutions prioritize permanent staffing for library services, which can enhance efficiency, accountability, and professional commitment.

Table 3: Satisfaction with Monetary Benefits

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Current salary is satisfactory	28(53.84%)	15(29%)	4(8%)	3(6%)	2(4%)
Salary matches workload	25(48)	17(33%)	5(10%)	3(6%)	2(4%)
Adequate retirement benefits	18(35%)	12(23%)	10(19%)	7(13%)	5(10%)
Fringe benefits are adequate	20(38%)	16(31%)	8(15%)	6(12%)	2(4%)
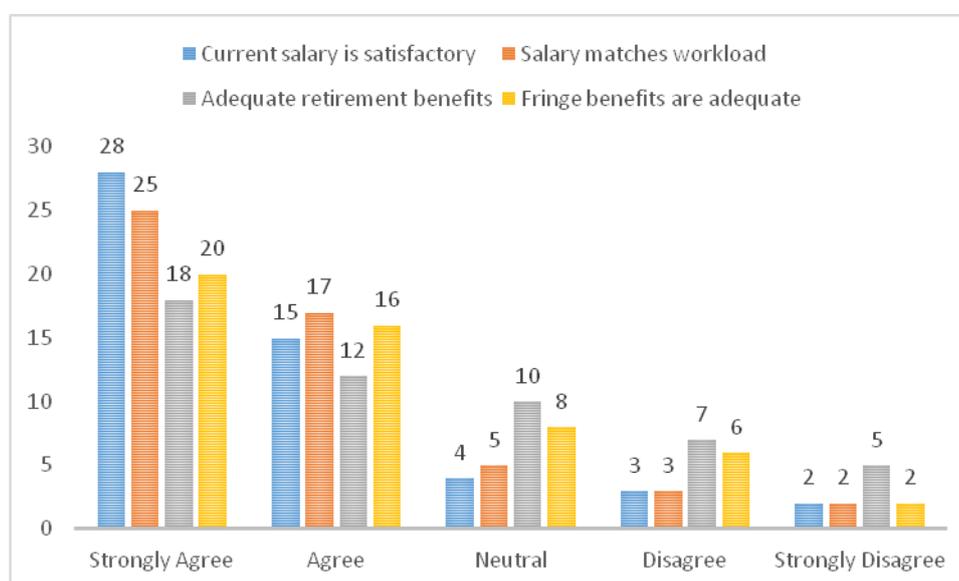
A large majority (28 strongly agree, 15 agree) expressed satisfaction with their salary. Only 5 respondents disagreed, suggesting that overall salary levels are considered fair and acceptable by most professionals.

Similarly, 42 respondents (25 strongly agree, 17 agree) felt that their salary is aligned with the amount and type of work they perform. Only 5 were dissatisfied, indicating that the compensation system is generally perceived as equitable.

This factor shows the weakest satisfaction levels. While 30 respondents agreed or strongly agreed, 12 expressed dissatisfaction and 10 were neutral. This suggests uncertainty and concern about retirement schemes, highlighting a gap in long-term financial security.

A majority (36 respondents) were satisfied, though 8 were neutral and 6 disagreed. This shows that fringe benefits such as allowances, insurance, or perks are moderately valued but not universally considered sufficient.

The results show that librarians in Bangalore first grade colleges are generally satisfied with their salaries and workload alignment. However, retirement benefits and fringe benefits remain weaker areas, with a notable portion of respondents either uncertain or dissatisfied. Addressing these aspects could improve overall job satisfaction and provide professionals with greater long-term security.

Table 4: Satisfaction with Promotion Opportunities

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Chances of promotion exist	21(40%)	16(31%)	6(12%)	5(10%)	4(8%)
Promotion policies are fair	18(35%)	14(27)	8(15%)	7(13%)	5(10%)
Promotions consider qualifications	23(44%)	15(29%)	6(12%)	5(10%)	3(6%)
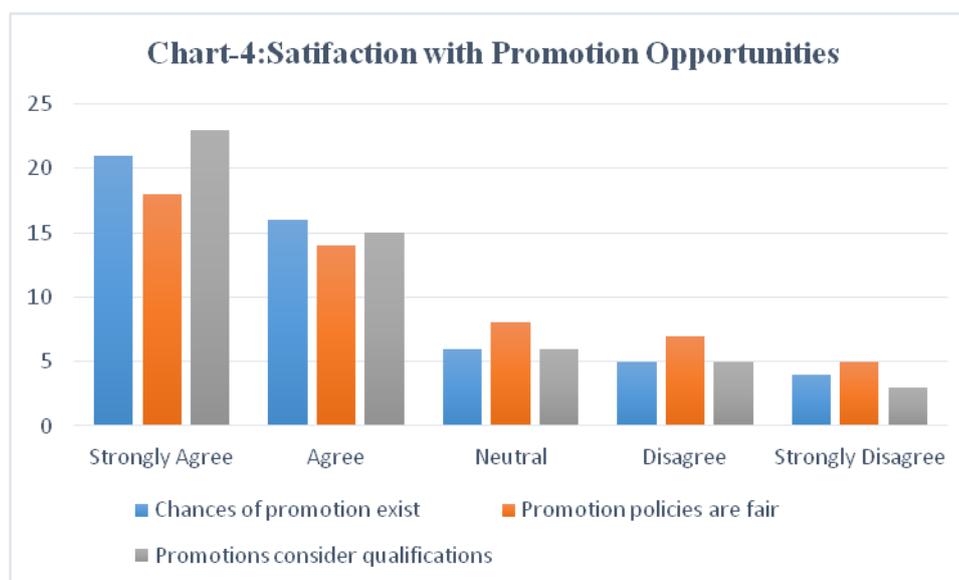
A majority of respondents (21 strongly agree, 16 agree) acknowledged that there are promotion opportunities in their institutions. However, 9 respondents (5 disagree, 4 strongly disagree) expressed dissatisfaction, reflecting that while promotions are available, they may not be consistent across all colleges.

Satisfaction levels are more moderate here, with 18 strongly agreeing and 14 agreeing. At the same time, 12 respondents (7 disagree, 5 strongly disagree) felt policies were unfair. This indicates a perception gap, suggesting that transparency and uniformity in promotion procedures need strengthening.

This factor received the highest positive response—23 strongly agree and 15 agree—confirming that educational qualifications are generally valued in promotions. Only a small fraction (8 respondents combined) felt otherwise.

The findings suggest that librarians recognise the availability of promotional opportunities and value the consideration of qualifications. However, fairness in policies is not universally perceived, which can lead to dissatisfaction. Improving transparency, consistency, and communication about promotion schemes could enhance trust and satisfaction among LIS professionals.

Table 5: Satisfaction with Job Security

| Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Job is secure	30(58%)	15(29%)	2(4%)	3(6%)	2(4%)
Security reduces stress	27(52)	16(31%)	3(6%)	4(8%)	2(4%)
Security encourages commitment	28(54%)	15(29%)	4(8%)	3(6%)	2(4%)

Chart-5: Satisfation with Job Security
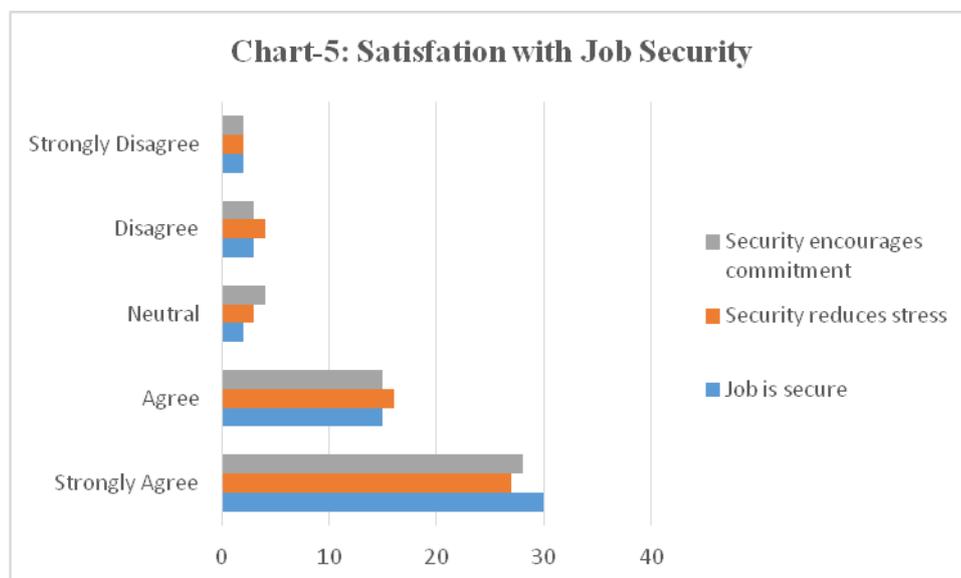
A large majority (30 strongly agree, 15 agree) affirmed that their jobs are secure. Only 5 respondents disagreed or strongly disagreed. This shows that job stability is a strong source of confidence for librarians in Bangalore colleges. Most respondents (27 strongly agree, 16 agree) felt that job security helps reduce workplace stress. Only 6 participants disagreed or strongly disagreed, meaning that the assurance of stable employment directly supports mental well-being.

With 28 strongly agreeing and 15 agreeing, the results highlight that librarians feel more dedicated and engaged when they perceive their jobs as secure. Only a very small portion (5 respondents) disagreed.

The results clearly show that job security is one of the strongest contributors to satisfaction among LIS professionals. It not only ensures stability but also reduces stress and fosters stronger organizational commitment. This suggests that institutions in Bangalore should maintain and strengthen job security policies, as they directly impact staff morale and retention.

Table 6: ICT and Organizational Culture

Factor	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
ICT infrastructure	10(19%)	23(44)	9(17%)	7(13%)	3(6%)
Internet facilities	12(23%)	24(46%)	7(13%)	6(12%)	3(6%)
Supportive institutional policies	11(21%)	22(42)	8(15%)	7(13%)	4(8%)
Recognition by higher authorities	13(25%)	20(38%)	9(17%)	6(12%)	4(8%)
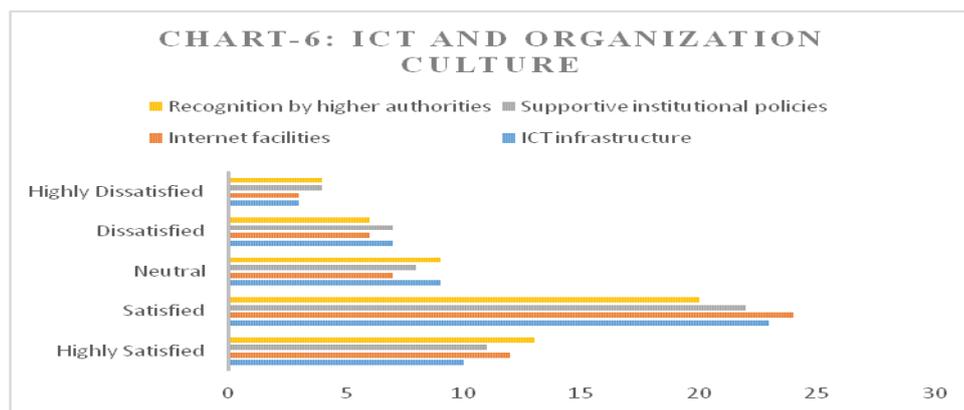
A majority of librarians (23 satisfied and 10 highly satisfied) expressed positive views regarding the availability of ICT infrastructure in their institutions. However, 7 respondents were dissatisfied and 3 highly dissatisfied, indicating that while most colleges provide adequate ICT facilities, there remain pockets where improvement is needed. This factor shows the highest satisfaction levels among all items in the table, with 12 highly satisfied and 24 satisfied respondents. Only a small fraction (6 dissatisfied, 3 highly dissatisfied) reported issues. This suggests that internet access is generally reliable, but consistency and speed may vary across institutions.

Institutional policies received moderate satisfaction levels, with 22 satisfied and 11 highly satisfied respondents. At the same time, 11 respondents expressed neutrality or dissatisfaction, suggesting that while policies exist, they may not be effectively communicated or uniformly implemented.

Recognition scored the strongest positive response overall (13 highly satisfied, 20 satisfied). However, 10 respondents expressed neutrality and 10 reported dissatisfaction. This implies that while many librarians feel acknowledged by their authorities, there is still a considerable proportion who feel undervalued.

FINDINGS

The study revealed that the majority of LIS professionals in Bangalore's first grade colleges are employed on a full-time basis, which reflects a trend of stability and continuity in the profession. Respondents reported a generally positive perception of their salaries, with many indicating that their pay scales were aligned with their workload. However, concerns were noted in relation to retirement benefits and fringe allowances, as a considerable proportion of participants expressed uncertainty or dissatisfaction in these areas. Promotion opportunities were found to exist in most institutions, and qualifications were recognized as a basis for career advancement. Despite this, doubts remained about the fairness and consistency of promotion policies, highlighting the need for greater transparency.

Job security emerged as a strong contributor to satisfaction, as most respondents believed that secure employment reduced stress and encouraged greater commitment to their profession. This indicates that librarians value long-term stability as a motivational factor. The study also highlighted mixed responses regarding ICT infrastructure and organisational culture. While internet facilities were generally satisfactory, some respondents pointed out inadequacies in ICT resources and institutional support. Recognition from higher authorities was positively perceived by many, though a notable number still felt undervalued, suggesting the need for stronger recognition mechanisms.

SUGGESTIONS

Based on the findings, it is suggested that pension schemes and retirement benefits should be strengthened, as these contribute significantly to the long-term security of LIS professionals. Fringe benefits and allowances also need to be enhanced to ensure that librarians feel adequately supported in their roles. Promotion policies should be made more transparent and uniformly implemented across institutions, with clear guidelines that link career advancement to qualifications, performance, and experience.

Further, the study recommends that ICT infrastructure in college libraries be upgraded to meet the demands of the digital era. Regular training programs in emerging technologies should be introduced to help professionals remain relevant in their field. Institutional authorities should also introduce formal mechanisms for recognition and awards to motivate staff and acknowledge outstanding contributions. Finally, fostering an inclusive and supportive organizational culture, with adequate staff and participatory decision-making, will help enhance both job satisfaction and professional commitment among library staff in Bangalore colleges.

CONCLUSION

The study concludes that LIS professionals in Bangalore's first grade colleges exhibit moderate to high job satisfaction, especially in terms of salary and job security. However, gaps exist in promotional policies, retirement benefits, and ICT infrastructure. Addressing these areas will not only enhance professional satisfaction but also contribute to better service delivery in academic libraries.

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